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ORIGINAL



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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 95935

Date: 6/21/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Suzanne Last: Cook

Account Name: Suzanne Cook

Home:

Street: n/a

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86301

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

6/21/11 -- rec'd following iin Utilities online mailbox:

Dear commission members,

I recently read in our local newspaper that APS has requested yet another rate increase. I'm writing to urge you to vote "no".

It's time to hold them accountable for managing their balance sheet in a responsible manner. In my April statement, they had an insert telling their customers about their wonderful, new look.

I was an executive before I retired. I know first hand the expense of creating "a new look". Frankly, I didn't see anything wrong with their previous look.

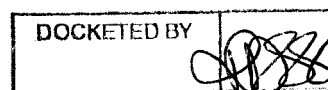
If they expect us to believe that their rate increases are justified, then perhaps they should forego "fluff" and drill down on their bottomline.

Arizona Corporation Commission

DOCKETED

JUN 21 2011

Sincerely,
Suzanne Cook
Prescott, AZ
End of Complaint



Utilities' Response:

Investigator's Comments and Disposition:

6/21/11 -- opinion entered into database and then docketed.
End of Comments

*****CLOSED*****

RECEIVED
2011 JUN 21 P 4:00
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

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Date Completed: 6/21/2011

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